



Federal Student Aid (FSA) Students and Financial Partners Portals

Stabilization and Transition Support Performance Report

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Table of Contents

1. EXECUTIVE SUMMARY	4
1.1 INTRODUCTION	4
1.2 BACKGROUND	4
1.3 REPORT ORGANIZATION	5
2. STUDENTS PORTAL STATUS	5
2.1 OVERALL PROJECT SCHEDULE	5
2.2 PRIVACY ACT (SYSTEM OF RECORD) SCHEDULE.....	6
2.3 INFORMATION COLLECTION CLEARANCE (OMB) SCHEDULE.....	7
2.4 RELEASE 3 REQUIREMENTS SCHEDULE.....	8
2.5 STABILIZATION ACTIVITIES	8
2.6 CAPACITY PLANNING	9
2.7 OPEN ACTIVITIES/ISSUES	9
3. FINANCIAL PARTNERS PORTAL STATUS	10
3.1 STABILIZATION ACTIVITIES	10
3.2 CAPACITY PLANNING	11
3.3 OPEN ACTIVITIES/ISSUES	11
4. SUMMARY	11



1. Executive Summary

1.1 Introduction

The FSA Students and Financial Partners (FP) Portals provide information and productivity tools relevant to FSA's customers, employees, and partners to make informed financial aid decisions and empower financial partners to assist students. The Portals also provide links to other existing FSA web sites (e.g., FMS, FAFSA on the Web, NSLDS, DLSS, etc.), and external sites (ELM Net, Meteor, etc.).

1.2 Background

In April 2002, FSA launched Release 1.0 of both the Students and FP Portals. In September 2002, Release 1.1 of the Students Portal and Release 2 of the FP Portal were made available with additional information, tools, and links. Release 2 of the Students Portal has been delayed so that the necessary paperwork and postings can take place to meet the Privacy Act requirements for System of Record as well as the Office of Management and Budget (OMB) requirements for the Information Collection Clearance process. Specifically, the Portals are organized as follows:

Students Portal

- Student experience/life-cycle
 - Preparing
 - Choosing
 - Applying
 - Funding
 - Attending
 - Repaying
- Site Resources
- Content organized around the Student type (e.g., College, High School, etc.)
- Spanish content
- Links to other FSA systems (e.g., FAFSA on the Web, NSLDS, etc.)
- Search
- Contact Resources

FP Portal

- Links to other FSA Financial systems (e.g., FMS, Data Mart, etc.)
- Publications
- Community members
- Current activities
- Interest rates
- Search
- Contact Resources



1.3 Report Organization

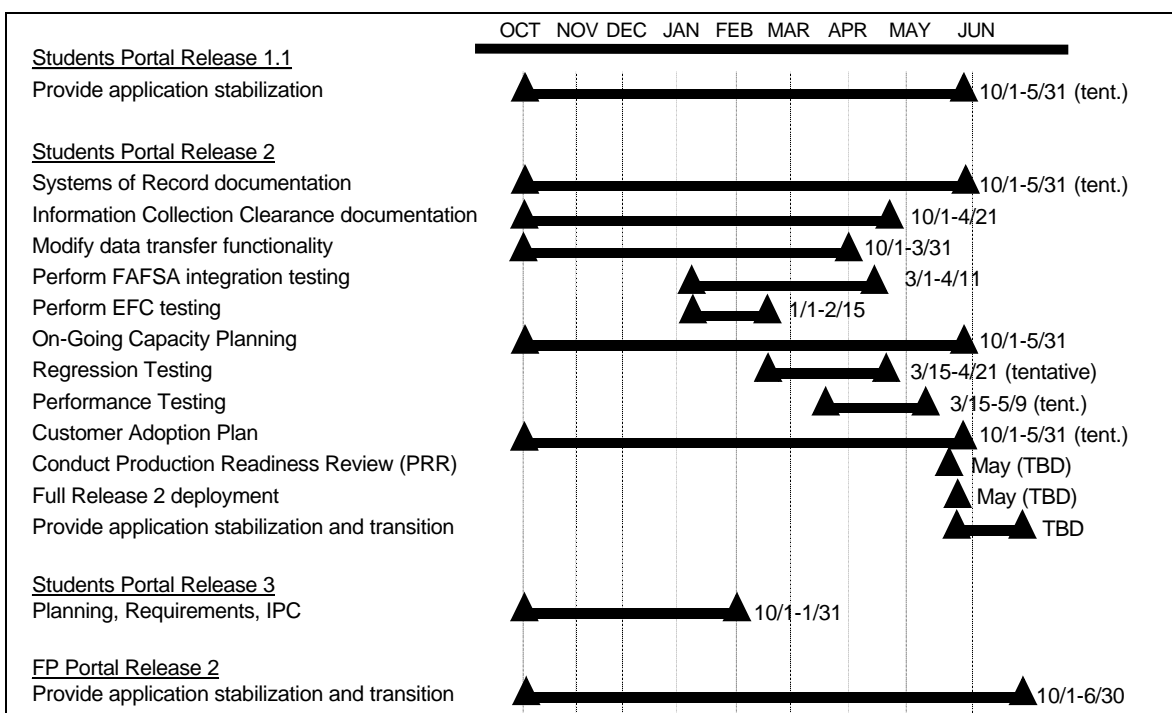
This Stabilization and Transition Support Status Report includes the following:

- Section 2. Students Portal Status. This section provides an update on completed and planned activities for the Students Portal.
- Section 3. Financial Partners Portal Status. This section provides an update on completed and planned activities for the Financial Partners Portal.
- Section 4. Summary. This section provides a summary of the project and production status.

2. Students Portal Status

2.1 Overall Project Schedule

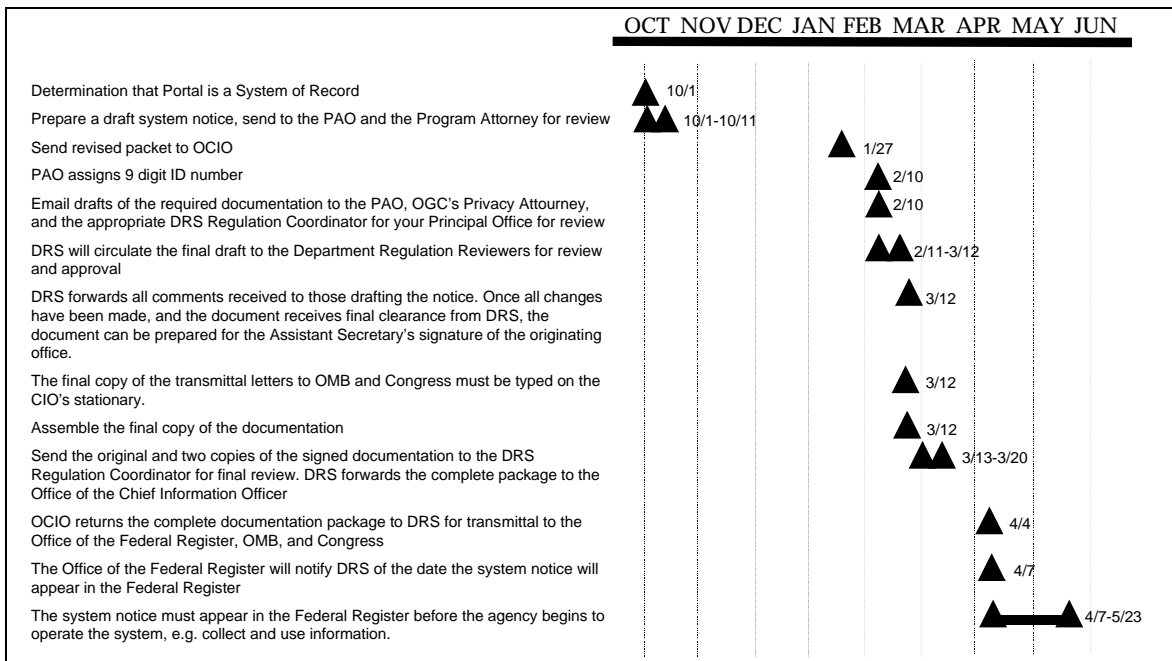
The overall project schedule for the Students and FP Portals is shown below.





2.2 Privacy Act (System of Record) Schedule

The detailed schedule for the System of Record is shown below.

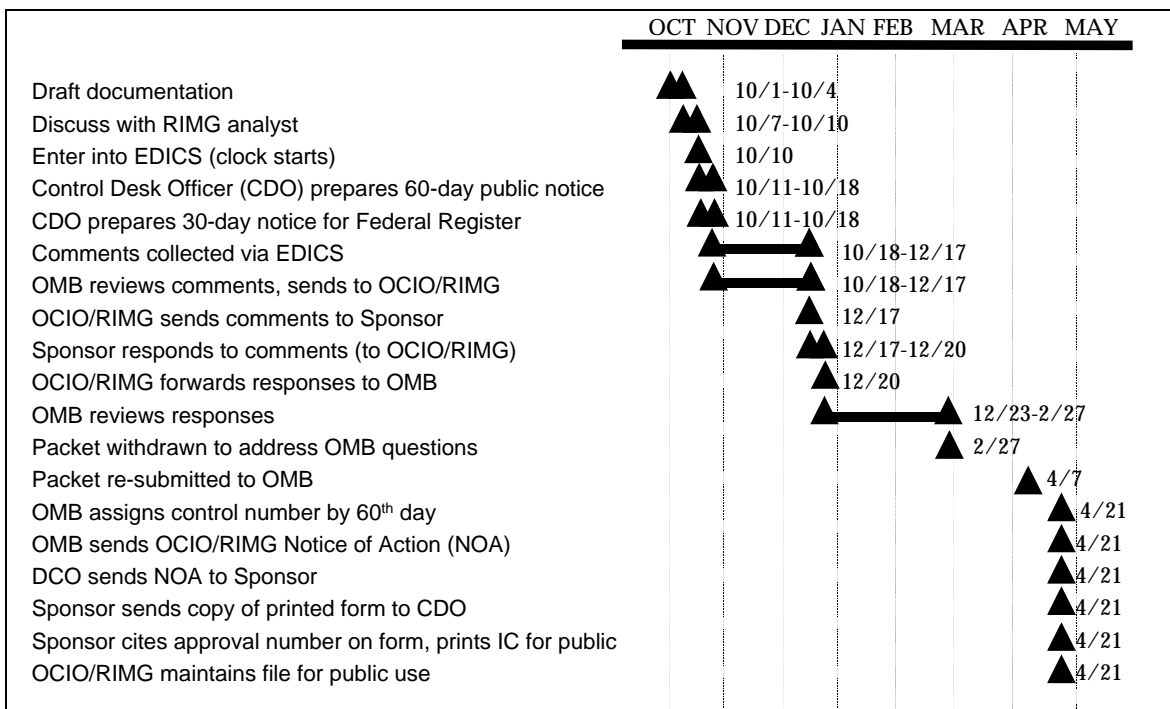


During the end of this performance period, the Office of General Counsel (OGC) raised new questions about whether FSA has the authority to collect Social Security Number (SSN) via the Students Portal. After several discussions, it was determined that additional text could be added to the pages where SSN is collected to clarify that only Students applying for Financial Aid should provide their SSN. As a result, the Privacy Statement on the Portal will also need to be updated.

The current schedule is to obtain the final FSA signatures during the week of 3/31/03, and then submit the packet to the Office of Management and Budget (OMB) by 4/4/04. If the OMB completes their review on time (i.e., within 40 calendar days) and there are no major issues, it is feasible that Release 2 of the Students Portal can be deployed by the end of May 2003.

2.3 Information Collection Clearance (OMB) Schedule

The detailed schedule for the Information Collection Clearance process is shown below.



The Information Collection Clearance (ICC) process is currently on hold. The initial 60-day period passed without any comments from the public. ED/CIO forwarded all documentation to the OMB for their review. A second 30-day public review period has concluded. During OMB's 60-day review period, they provided ED/CIO and FSA with the following questions:

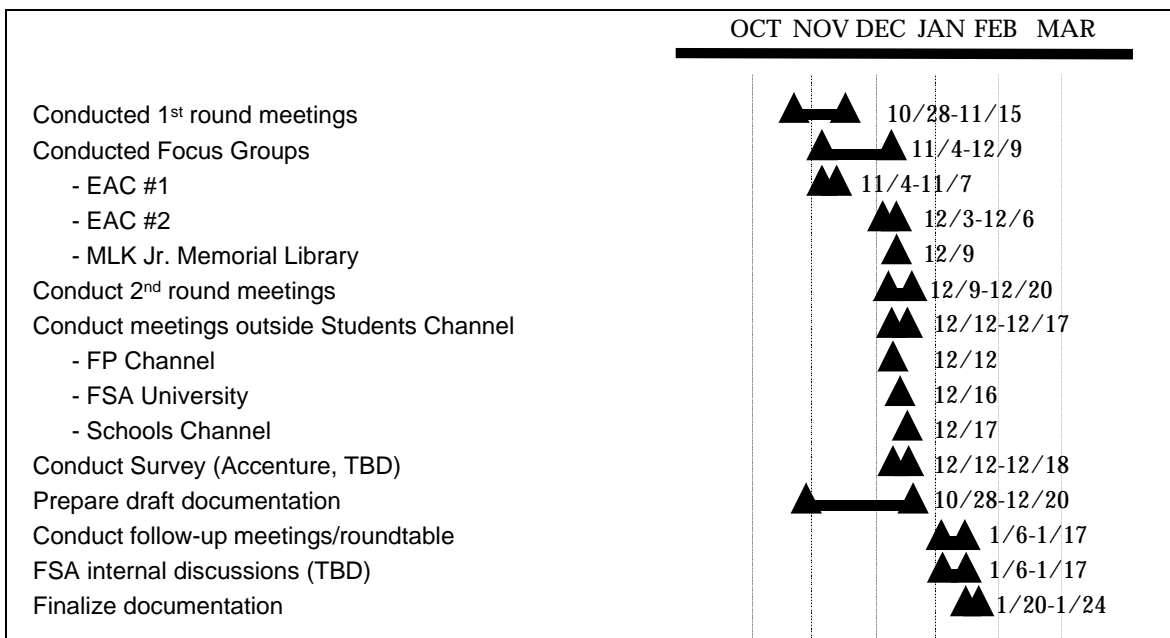
- Role of Government/ED
- Consultation with Stakeholders
- Contract/relationship with XAP
- Equal access for Schools

A meeting was held with the FSA Chief Operating Officer (COO) and a representative from the Office of Postsecondary Education (OPE) on February 26th to address these questions. Additional action items were identified that require a follow-up discussion between OPE and ED/OGC. The ICC packet will be on hold until this is resolved.



2.4 Release 3 Requirements Schedule

The Students Portal Release 3 Requirements schedule is shown below.



All requirements sessions have been conducted, and a separate Requirements documentation has been delivered to the Students Channel. Business Justification documentation has also been drafted.

2.5 Stabilization Activities

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Provided demonstration to the Office of Postsecondary Education (OPE) along with the FSA Chief Operating Officer (COO).
- Provided follow-up demonstration to the FSA Schools Channel General Manager (GM).
- Drafted and distributed Production Readiness Review (PRR) documentation.
- Updated and distributed the Performance Test Plan and Scripts.
- Resolved various TeamSite Templating content updates.
- Made progress with adding Address fields to the data transfer module in the development environment.
- Provided production support.
- Analyzed the Students Portal for source and copyright references.
- Provided follow-up support for Rational ClearQuest PRTL2 database.



- Completed coordinating with Computer Science Corporation (CSC) the loading of the Students Portal into the new Virtual Data Center (VDC) Staging environment.
- Updated Transition Plan/Checklist to include the following:
 - Release 2 demonstration/script
 - Interwoven development (including Interwoven, Practical Extraction and Report Language (PERL), Extensible Markup Language (XML), HyperText Markup Language (HTML), and Java Server Pages (JSP)), documentation (TeamSite Admin and User Guides), bug fixes, and issue resolution
 - Autonomy configuration, documentation, bug fixes, and issue resolution
 - WebSphere/Java development (including HTML and XML), documentation, bug fixes, and issue resolution
 - Oracle database development (including Structured Query Language (SQL)), documentation, bug fixes, and issue resolution
 - Students Portal Release 2 “Cookbook”
 - Server access (security forms)
 - Rational ClearQuest (VDCMP and PRTL2 databases)
 - Documents in Visual SourceSafe (VSS)
 - VDC Production Operations meetings
 - Contact/Callout List
 - Environment/Architecture information
 - File system information (e.g., source code, etc.)
 - Capacity planning and monitoring

2.6 Capacity Planning

As part of on-going capacity planning and production performance monitoring, WebTrends analysis has been performed with the VDC team. Actual volume for the past month has exceeded projections, but there have been no performance issues. Bi-weekly meetings have been established.

2.7 Open Activities/Issues

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Continue monitoring Privacy Act (System of Record) process.
- Complete re-design and testing of data transfer module in the development environment.
- Complete testing of pre-population from the Portal to the FAFSA on the Web site.
- Update the content in the Release 2 development environment from the Production environment.
- Update Performance Test Plan as needed.



- Begin running Performance Test cycles (4/22, 4/29, and 5/1).
- Update Customer Adoption Plan.
- Provide follow-up support for Rational ClearQuest PRTL2 database as needed.
- Look into removing spontaneous lines that appear on main homepage image.
- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.
- Update and manage the Transition Plan.

3. Financial Partners Portal Status

3.1 Stabilization Activities

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Resolved various TeamSite Templating content updates.
- Provided production support.
- Provided follow-up support for Rational ClearQuest PRTL2 database.
- Completed coordinating with CSC the loading of the FP Portal into the new VDC Staging environment.
- Prepared the Transition Plan to include the following:
 - Interwoven development (including Interwoven, PERL, XML, HTML, and JSP), documentation (TeamSite Admin and User Guides), bug fixes, and issue resolution
 - Autonomy configuration, documentation, bug fixes, and issue resolution
 - WebSphere/Java development (including HTML and XML), documentation, bug fixes, and issue resolution
 - Oracle database development (including SQL), documentation, bug fixes, and issue resolution
 - FP Portal Release 2 “Cookbook”
 - Server access (security forms)
 - Rational ClearQuest (VDCMP and PRTL2 databases)
 - Documents in VSS
 - VDC Production Operations meetings
 - Contact/Callout List
 - Environment/Architecture information
 - File system information (e.g., source code, etc.)
 - Capacity planning and monitoring



3.2 Capacity Planning

As part of on-going capacity planning and production performance monitoring, WebTrends analysis is performed. There have been no volume/performance-related issues.

3.3 Open Activities/Issues

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.
- Provide follow-up support for Rational ClearQuest PRTL2 database as needed.
- Determine whether/how the FP Portal team can create new web pages within TeamSite. This will be added to the Transition Plan.
- Identify all internal and external contacts used by the Portal Support team. This will be included in the Transition Plan.
- Update and manage the Transition Plan.

4. Summary

The Students and FP Portals have both received positive feedback from on-line surveys. Survey summaries are available for FSA to monitor this feedback directly. Summary reports are broken down into statistics based on responses as well as a complete listing of all other comments provided. Capacity planning and performance monitoring are on-going for both Portals. CPU utilization on the application and Web servers continue to be low, and there are no capacity issues at this time.

All planned activities are proceeding. The critical path for Release 2 of the Students Portal is the Privacy Act/System of Record process, which is a high risk for when it can be deployed into Production. Workshops, Focus Groups, and Release 3 requirements sessions have been completed. Many activities have been completed and issues resolved. There are no major production issues at this time.